

Application No. 10/002,744
Amendment filed with RCE

Customer No. 01933

Listing of Claims:

1. (Currently Amended) A technical support system comprising:

a service information portal section which provides web pages as information input and output interfaces;

5 a knowledge base section which stores various claim reports and solutions which correspond to the claim reports and which are provided by engineers; and

a claim handling section which searches said knowledge base section for solutions which match a claim content input to a 10 client web page;

wherein said claim handling section is configured to perform:

an ordinary search of collecting the claim reports from said knowledge base section based on product information, which 15 includes at least a product model and an identification of a problem and which is input as the claim content, and

an extended search of (i) extracting predetermined items of claim definition information, each in a standard term, from claim details input as the claim content in a format 20 substantially similar to natural language, by referring to at least one synonym table which converts synonymous terms having a same technical meaning into the standard term, and (ii) then

Application No. 10/002,744
Amendment filed with RCE

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deriving a reduced number of solution candidates, based on a
combination of the extracted items of claim definition
25 information, from the claim reports obtained in the ordinary
search, and

issuance of a new claim report to be produced using a
report assisting module when no solution matching the claim
content is found in the knowledge base section when the ordinary
30 search and the extended search are performed.

2. (Previously Presented) The technical support system
according to claim 1, wherein said claim handling section is
configured to check for a missing item of the product information
based on the extracted items of claim definition information, and
5 to fill in the missing item of the product information with the
standard term for the corresponding item of claim definition
information.

3. (Previously Presented) The technical support system
according to claim 2, wherein said claim handling section is
configured to check for an error item of the product information
based on the extracted items of claim definition information, and
5 requires confirmation as to whether the product information is
correct, when the claim definition information is inconsistent
with the product information.

Application No. 10/002,744
Amendment filed with RCE

Customer No. 01933

4. (Previously Presented) The technical support system according to claim 1, wherein said claim handling section is configured to check for an error item of the product information based on the extracted items of claim definition information, and 5 requires confirmation as to whether the product information is correct, when the claim definition information is inconsistent with the product information.

5. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a problem into a single standard term.

6. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a unit 5 corresponding to a problem occurring position into a single standard term.

7. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table

Application No. 10/002,744
Amendment filed with RCE

Customer No. 01933

comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a cause of a
5 problem into a single standard term.

8. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search shown to convert synonymous terms indicative of a
5 treatment for a problem into a single standard term.

9. (Currently Amended) A recording medium with a program recorded thereon for a technical support system server comprising a service information portal section which provides web pages as an information input and output interfaces, a knowledge base section which stores various claim reports and solutions which correspond to the claim reports and which are provided by engineers, and a claim handling section which searches said knowledge base section for solutions which match a claim content input to a client web page, said program being executable to
5 cause said claim handling section to perform:
10 cause said claim handling section to perform:

an ordinary search of collecting the claim reports from said knowledge base section based on product information, which includes at least a product model and an identification of a problem and which is input as the claim content, and

Application No. 10/002,744
Amendment filed with RCE

Customer No. 01933

15 an extended search of (i) extracting predetermined
items of claim definition information, each in a standard term,
from claim details input as the claim content in a format
substantially similar to natural language, by referring to at
least one synonym table which converts synonymous terms having
20 a same technical meaning into the standard term, and (ii) then
deriving a reduced number of solution candidates, based on a
combination of the extracted items of claim definition
information, from the claim reports obtained in the ordinary
search, and

25 issuance of a new claim report to be produced using a
report assisting module when any solution which matches the claim
content is not found in the knowledge base section as a result of
the ordinary search and the extended search.

10. (Previously Presented) The recording medium according
to claim 9, wherein said program is executable to cause said
claim handling section to check for a missing item of the product
information based on the extracted items of claim definition
information, and to fill in the missing item of the product
5 information with the standard term for the corresponding item of
claim definition information.

Application No. 10/002,744
Amendment filed with RCE

Customer No. 01933

11. (Previously Presented) The recording medium according to claim 9, wherein said program is executable to cause said claim handling section to check for an error item of the product information based on the extracted items of claim definition information, and requires confirmation as to whether the product information is correct, when the claim definition information is inconsistent with the product information.

5 12. (Currently Amended) A technical support method using a knowledge base section which stores various claim reports and solutions which correspond to the claim reports and which are provided by engineers, said method comprising:

5 performing an ordinary search by collecting claim reports; extracting predetermined items of claim definition information, each in a standard term, from claim details input as claim content in a format substantially similar to natural language by referring to at least one synonym table which 10 converts synonymous terms having a same technical meaning into the standard term; and

15 performing an extended search by deriving a reduced number of solution candidates, based on a combination of the extracted items of claim definition information, from the claim reports obtained in the ordinary search; and

Application No. 10/002,744
Amendment filed with RCE

Customer No. 01933

issuing a new claim report to be produced using a report assisting module when no solution matching the claim content is found in the knowledge base section when the ordinary search and the extended search are performed.

13. (Previously Presented) The technical support method according to claim 12, further comprising:

 checking for a missing item of the product information based on the extracted items of claim definition information; and

5 filling in the missing item of the product information with the standard term for the corresponding item of claim definition information.

14. (Previously Presented) The technical support method according to claim 12, further comprising:

 checking for an error item of the product information based on the extracted items of claim definition information; and

5 requiring confirmation as to whether the product information is correct when the claim definition information is inconsistent with the product information.